GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2087
ANSWERED ON:10.03.2016
Theft of Luggage in Flights
Patel Smt. Jayshreeben

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the number of cases of not delivering the luggage to the non-residents on time in flights of all aviation companies reported in the country during the last three years and the current year, year-wise;

(b) the number of persons provided compensation for theft of their luggage from flights/airports during the said period; and

(c) the corrective steps taken/being taken by the Government in this regard

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a): As per monthly data submitted by the Scheduled Domestic Airlines, number of complaints related to misplaced/lost checked in baggage month-wise for the period 2013, 2014, 2015 & 2016 (upto January) are placed at Annexure - I.

(b): Compensation record, specific to theft of luggage is not required to be maintained by DGCA as per prevailing regulations.

(c): The following measures have been taken to prevent incidence of theft:-

(i) establishment of Central Industrial Security Force (CISF) help desk counters at the airports for receipt of complaint of theft from the passengers and to further hand over the complaints to the local police.

(ii) Frisking of ground handling staff is being done while leaving airport.

(iii) Ban of use of cell phones in the air side by ground handling staff.

(iv) Deployment of airlines security staff in the Baggage Make-up area (BMA)/Baggage Break-up Area (BBA) and around the Cargo hold area of the airline.

(v) Photo Identity Cards (PIC) of ground handling staff after completion
of shift are being deposited at the airport.

(vi) Sharing of list of suspects with all the concerned agencies.